



Macarthur Ageing Forum Minutes

Date:	Wednesday 8 October
Time:	12:30pm to 2:30pm
Location:	Sandown Rooms 2&3, Oran Park Library, 72 Central Ave, Oran Park

Agenda Number	Agenda Item
1.	Networking and Lunch
2.	Welcome & Acknowledgement to Country
3.	Attendees: Andrea Murrow (Australian Unity), Denise Tsoukalas (TafeNSW & Rotary), Helen Stark (Local Government NSW), Kate Noble (SWSPHN), Kaylie Blyton (DoHDA), Stephen Neville (DoHDA), Kimberley Rainer (SWSLHD), Kirsty Kuoppala (SWSLHD), Melissa Martin (Camden MoW), Nicole Dietz (Australian Unity), Riya Gill (NSW Health), Robyn Filipakis (Wollondilly Shire Council), Sandra Moreno (Western Sydney MRC), Debbie Aquilina (Carrington), Angie Dinh (Western Sydney MRC), Bernadette Shepherd (Campbelltown Hospital SWSLHD), Janeen Harris (MDS), Krystle Sands (MDS)
4.	Apologies: Andy Wang (Services Australia), Hayley Orr (Campbelltown City Council), Nikki Ali (Focus Connect) Previous Minutes accepted by: Robyn Filipakis (Wollondilly Shire Council) with minor amendment word 'agenda' to 'minutes'
5.	Guest Speaker: 'Keeping Well in Community Care Navigation/Care Coordination' Megan Newman, Clinical Nurse Specialist Primary and Community Health, SWS Local Health District • Aim: empower patients at home and in the community via telehealth ○ Health education ○ Ongoing individualised support • Who is supported? ○ At high risk of hospital admission ○ Frequently presenting to ED ○ Discharged from hospital without enough support at home ○ Facing mental health, social or economic challenges ○ SWS residents • Outcomes ○ Less hospital admission and length of stay ○ Improved health literacy ○ Increased confidence and ability to self-manage • Care Navigation and Care Coordination ○ 12 + clinicians ○ Guiding them to the right services at the right time – specialists and community programs, assist in accessing transport, referrals to appropriate services, low cost or free food, bulk billing GP's

	○ Sharing consistent care plans with specialists and relevant stakeholders providing care ○ Closing gaps – no one is left out of the loop • Who we work with: ○ Chronic health conditions: complex or ongoing ○ Psychosocial challenges: Mental health challenges, isolation, lack of supports ○ Socio-economic barriers: low income, limited education ○ Cognitive & Intellectual Needs: low health literacy, language barriers ○ Carer needs: Preventing carer burnout connecting with respite and support • Exclusions include under the age of 16, not living in SWS. • 12-week program – minimum of 5 telehealth calls with clinician, - Call 1: Assessment - Calls 2 & 3: Monitoring - Call 4 (week 8): Monitoring Call 5 (Week 12): Re-assessment ○ additional calls as needed based on patient's circumstances, home visits available if required • Keeping Well in Community flyer • For more information (including video): https://www.swslhd.health.nsw.gov.au/communityhealth/CNCC.html
6.	Guest Speaker: ‘Seniors Rights Service Overview and Emerging Issues in Advocacy’ Anne Dixon, Team Leader Community Development Seniors Rights Service • Advocacy Services: intake call centre at Surry Hills who then refer on to appropriate regional advocate. Provides support in NSW for recipients of all Commonwealth funded aged care services. • Specialist financial advocates – Example of when a senior was supported ○ identified overcharging via a request to assist in understanding financial statement from HCP provider. Financial advocate was able to work with HCP to resolve (with consent from older person). • Generalist Legal Advice: e.g. documents for guardianship and power of attorney • Support to get access to My Aged Care • Online presentations • Emerging Issues – communication with providers, financial hardship provisions, worried about showering (domestic assistance vs allied health-nursing fees) • OPAN is funded by Federal Government who then funds Seniors Rights Services. • For more information: https://seniorsrightsservice.org.au/ • Referrals: ○ Phone: 1800 424 079 ○ via the website – self-referrals welcome or referrals with consent. ▪ Aged Care Advocacy Referrals ▪ Legal Referrals
7.	Department Update: Stephen - Western NSW Regional Team, Department of Health, Disability and Ageing • Support at Home implementation is the current focus • My Aged Care Update – newsletter released this morning • 1st Nov 2025 – new Aged Care Act – no indication of any further delays • CHSP & HCP/S@H – pricing schedules updated in system by providers by 1st Nov • Fee-free training modules are available online to support providers to prepare • Changes to My Aged Care website and GPMS2.0 update for providers will be active as at 1 Nov

	• 1 Nov - Older people can nominate/register a supporter (e.g. family member, friend etc) • Department are distributing letters going to current HCP recipients in October ○ For recipients of HCP before 12 September ○ For recipients of HCP after 12 September • Key date: HCP recipients must notify Services Australia for income/means testing and/or financial hardship application by 31st October 2025. This is critical as none will be accepted after this date. • Webinar: Support at Home – Governance and Obligations 17th October • Questions/queries can be directed to the regional team Email: NSWWesternRegional@Health.gov.au
8.	SSD Update: Krystle Sands Sector Support and Development • Upcoming Volunteer training in person: Boundaries, Food Hygiene and First Aid • Other CHSP provider training – see flyers at table and keep an eye in weekly updates • Final Aged Care Act Rules have been released • Worker Screening – from 1 Nov all aged care workers and responsible persons will continue to need either a) police clearance or b) NDIS certificate • Resources – many newly released from Department and Commission See handout/attachment ‘<i>Latest information and resources – Reforms</i>’ • SSD Reforms – over 500 submissions received which will be used to write proposal to Government re SSD program. No current indication of what SSD will be post 1 Jul 2026.
9.	Council Updates: Camden and Wollondilly Camden Council – Lisa Grimson • ChatLINK Pop Up Information Stalls at libraries ○ Narellan Library ○ Camden Library ○ Oran Park Library • CHATLINK programs October and November • Carers Pampers Day 15th Oct – Julie Reserve 11am to 2pm • Grandparents Day 23rd Oct – Julia Reserve 10:30am to 1pm • Trivia Time 13th Nov – Oran Park Library 10am to 11:30am • Health Education Sessions: ○ Stroke Safety – Narellan Library Wed 5 Nov 10:30am to 12pm • Seniors Reference Group Events: ○ Gledswood Spring High Tea – 29th Oct 11am to 2pm ○ Northern Beaches Bus Trip – 12th Nov 8:30am to 5:30pm \$10 per person • Senior Citizens Centre ○ Vaccination Clinic – every second Wed up until 17th Dec 10am to 2pm ○ All Abilities Exercise program - every Wed 11:30am to 1pm Wollondilly Council – Robyn Filipakis • Café Connect – waiting lists for Beautiful Botanicals 26 Oct and Christmas Party 2 Dec 2025 • Clothes & Other Goods Swap for local residents - Friday 10th • Arts Alive this weekend Saturday 11th Oct • Bloom Garden Expo & Plant Fair 9th Oct 8am-2pm • Robin Davies Community Nursery Open Day - Picton 29th Nov 8am-12pm

10.	General Updates: Info & Resource Share/Open Discussion/Questions/Observations etc. • Denise (Rotary) • Mental Health Expo at Camden Civic Centre - 25th October – Flyers at front table Registrations are required for guest speaker presentations • Kimberley from Health Promotion, NSW Government ○ Flyers at front table ○ Starting a Healthy Ageing newsletter– other healthy ageing resources available on Active and Healthy website ○ Come and Try Walking Soccer in Campbelltown, Fairfield, Liverpool Contact Kimberley Rainer 0477 386 412 swslhd-healthyageing@health.nsw.gov.au
11.	Meeting Close: 2:25pm
Next Meeting	Wednesday 19th November, 12:30pm to 2:30pm Sandown Rooms 2 and 3, Oran Park Library, 72 Central Ave, Oran Park